

FEEDBACK 1

This was the feedback from the user named Harsh who pointed out the OTP verification problem which had greater impact on our project.

This is the conversation that we had with him

The screenshot shows a Gmail inbox with one unread email. The subject of the email is "Issue With OTP Verification on the Website". The sender is "Harsh Shah <harshsaloniwedding@gmail.com>" and the timestamp is "12:48 PM (14 minutes ago)". The email body contains a message from Harsh describing a problem with the OTP system on the website, stating it was not delivered consistently and didn't work properly. He ends with "Thank you, Harsh". Below the email, a reply is shown from "2024 12101" at "1:01 PM (1 minute ago)", thanking Harsh for reaching out and sharing his experience. The Gmail interface includes a sidebar with labels like Starred, Snoozed, Sent, Drafts, Purchases, and More, and a bottom row of buttons for Reply, Forward, and other actions.

The screenshot shows a Gmail inbox with one unread email. The subject of the email is "Issue With OTP Verification on the Website". The sender is "2024 12101" and the timestamp is "1:01 PM (3 minutes ago)". The email body starts with "Hi Harsh," and expresses appreciation for sharing the issue. It continues with "Our team will review the OTP delivery and verification process to identify the cause of the inconsistency you encountered. Ensuring a smooth and reliable login experience is important to us, and your feedback helps us improve." The message concludes with "Thank you once again for your helpful feedback." and "Best regards, NexTech - GreenCart Team". At the bottom, there are three buttons: "Thank you for your response.", "Thanks for your support.", and "Thank you for your assistance.". The Gmail interface is identical to the first screenshot, with a sidebar and a bottom row of buttons.